

## Maintaining Independence & Wellbeing Guildford

### Transport

**Care for Guildford:** A good neighbour scheme, serving Guildford town centre, Onslow Village, Park Barn, Burpham, Merrow and Stoughton, providing transport to GP, dental and hospital appointments. They may also be able to help with shopping T: 01483 566 635.

**Guildford Community Transport:** Provides a variety of services to Guildford residents such as dial a ride, door to store and transport to social centres for older people. They help those who cannot easily use public transport. If you are over 60 years of age or of any age but have a physical disability or mobility problem, suffering short or long term ill health, or if you have learning difficulties or mental health issues T: 01483 458 052 or E: [communitytransport@guildford.gov.uk](mailto:communitytransport@guildford.gov.uk)

### Food Support Services

**Community Meals Service:** Provides hot meals to elderly or disabled residents across Guildford borough. Meals are cooked and delivered hot and ready to eat and can be delivered seven days a week or on days to suit you T: 01483 503 010.

**Food Banks:** Provide emergency food parcels to individuals and families in need. The following food banks are available within the Guildford borough T: 07583 025 435

- St Clare's, Cabell Road, Park Barn, Guildford, GU2 8JW E: [ngfbparkbarn@gmail.com](mailto:ngfbparkbarn@gmail.com)
- New Hope Centre, Larch Avenue, Bellfield, Guildford, GU1 1JZ E: [ngfbbellfields@gmail.com](mailto:ngfbbellfields@gmail.com)
- Bushy Hill Community Centre, Bushy Hill Drive, Merrow, GU1 2UG E: [ngfbmerrow@gmail.com](mailto:ngfbmerrow@gmail.com)

### Home Support

**Careline:** A 24-hour emergency call system, helping people live independently in their own home. It provides reassurance if you feel vulnerable or are nervous about having an accident in your home or garden T: 01483 502 334 or E: [telecaresdirect@guildford.gov.uk](mailto:telecaresdirect@guildford.gov.uk)

**Handy Person Scheme:** Offers a free Home Safety Check. If you are over 60, disabled or vulnerable, minor works can be carried out to the home free of charge such as, the installation of hand and grab rails, internal Bannister rails, external galvanised railings and the installation of key safes. Contact the Guildford & Waverley Care & Repair Team T: 01483 444 476.

\*For more information on **Maintaining Independence and Wellbeing** at home and to access free falls prevention advice, visit:

[www.surreyheartlandsccg.nhs.uk/your-health/family-health/maintaining-independence-and-wellbeing](http://www.surreyheartlandsccg.nhs.uk/your-health/family-health/maintaining-independence-and-wellbeing)

To speak to the Guildford and Waverley Independence and Prevention Team  
E: [syheartlandsccg.independence@nhs.net](mailto:syheartlandsccg.independence@nhs.net) T: 0300 561 1555

### Social Interaction

**The Virtual Wellbeing Hub:** Offers a variety of events from coffee mornings to Zumba. You can join events and support services virtually, from the comfort of your own home. Staying connected is so important and you will be made to feel welcome [www.virtualwellbeing.healthysurrey.org.uk](http://www.virtualwellbeing.healthysurrey.org.uk)

**Reconnections by Independent Age:** A volunteer-led service that supports over-65s in rediscovering their love of life in the communities where they live. If you, or someone you know, is over 65 years of age and would like some companionship, encouragement and ideas to help you rediscover old interests and make new friends T: 01483 654422 or E: [GW@ReconnectionsLocal.org](mailto:GW@ReconnectionsLocal.org). **Service available from November 2020.**

**Community Point:** A service that can help you find fun, social activities, whether you are looking to meet like-minded people, take up a new hobby, join a support group or improve your fitness, they can help you find something that suits you T: 01483 565 456 / 07468 690 834 E: [communitypoint@vasws.org.uk](mailto:communitypoint@vasws.org.uk) W: [www.voluntaryactionsws.org.uk/community-point](http://www.voluntaryactionsws.org.uk/community-point)

**Social Prescribing:** Supports people with a wide range of social, emotional or practical needs. Life events such as bereavement, an illness or a fall, can all trigger a downward spiral in our personal well-being. Social Prescribing can help to address these things by putting you in touch with people and activities that might help you to feel better. Please ask your GP or healthcare professional for a referral in to this service.

**Park Barn Social Centre:** A centre for people aged 55 and over, offering an opportunity to meet friends and socialise in a welcoming environment. There are various services and activities available including chiropody and hairdressing T: 01483 458 055.

**\*All activities are subject to COVID-19 restrictions\***

## Information, Advice & Advocacy Services

**Age UK Surrey:** Provides information and advice on benefits available such as attendance allowance, pension credit or carers allowance. T: 01483 446 627 for more information.

**Citizens Advice Bureau (CAB):** Supports you to make informed decisions by advising on your specific needs. T: 0300 330 9013 Location: 15-21 Haydon Place, Guildford, GU1 4LL

**Action for Carers Surrey:** Provides free, confidential independent information, advice and advocacy for carers. T: 0303 040 1234 or E: [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk)

**The Illegal Money Lending Team:** Investigate and prosecute illegal moneylenders, while supporting those who have borrowed money from a loan shark. Loan sharks are unlicensed and usually lend money with no paperwork, charging huge amounts of interest. They often use threatening behaviour whilst demanding payments.

T: 0300 555 2222 or E: [reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk) W: [www.stoploansharks.co.uk](http://www.stoploansharks.co.uk)

**SCAMS – Surrey & Buckinghamshire Trading Standards:** It is important to protect ourselves and others against scams. Be aware, know who to trust and remember that not everyone out there is trustworthy. The most common scams are fake lotteries, deceptive prize draws, clairvoyants, computer scams and romance scams. To stay updated on the latest tricks and scams you can visit the **Trading Standards webpage**

W: <https://www.surreycc.gov.uk/business-and-consumers/trading-standards>

For consumer advice, to report a scam to trading standards or request a scam or No Cold Calling pack, E: [trading.standards@surreycc.gov.uk](mailto:trading.standards@surreycc.gov.uk) T: 01296 388788.

\*This is not an exhaustive list of what is available in your community. For more information, visit the Surrey Information Point website [www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)

Whilst every care has been taken to ensure the information in this document is correct, we are not responsible for the services provided or the accuracy or content taken from external websites.

Please advise us if you find that any of this information is incorrect or out of date

E: [syheartlandsccg.independence@nhs.net](mailto:syheartlandsccg.independence@nhs.net) T: 0300 561 1555 to speak to the Independence and Prevention Team.